

CTO DTS PNR Configuration Worksheet

This worksheet contains the necessary information to begin your DTS connectivity process that will allow DTS to automate applicable data with your PCC. Your cooperation in accurately providing this to us is greatly appreciated.

CTO Name: _____

Address: _____

Address: _____

ARC Number: _____

Military Installation this CTO will support: _____

CTO POC: _____

Telephone: _____ Email: _____

Alternate POC: _____

Telephone: _____ Email: _____

Authorizer Name and Title

Signature

Date

1. CTO Fees

How does your office process CTO fee?

Automated MCO _____ Backroom Accounting _____

If backroom accounting is used, how is the charge processed: _____

Please select the type of CTO fee applicable at this site:

Management Fee _____ Per Transaction Fee _____

If "Per Transaction Fee", explain type (e.g., traditional, no touch, etc.) _____

All types of transaction fees used under this contract:

Type _____ Amount _____ Effective Dates _____ to _____

Type _____ Amount _____ Effective Dates _____ to _____

Type _____ Amount _____ Effective Dates _____ to _____

2. Which GDS is used to support this contract. (check all that apply)

Sabre _____ Apollo _____ Worldspan _____ Amadeus _____

3. Pseudo City Codes (PCC) (Office ID for Amadeus) and GDS Queues

- ☐ Include minimum of one PCC/OFFICE ID for each GDS identified above.
- ☐ Identify the five queues for each PCC/OFFICE ID. (PNR, Polling, Cancellations, Ticketing, Urgent)
- ☐ If more than one PCC/OFFICE ID is identified for a GDS, identify the queues associated with each PCC/OFFICE ID and the DoD locations.

PCC/ OFFICE ID	Ticketing Queue	Cancellation Queue	PNR/Inbound Queue	Polling /Outbound Queue	Urgent/Change Queue

Explanation of Queues Used in DTS

- **Ticketing** queue – Approved DTS PNRs will be placed onto this queue 3 business days before travel to be ticketed.
- **Cancellation** queue – Authorizations cancelled in DTS by a routing official will be placed on this queue.
- **PNR** queue – Any new/changed PNR will be placed on this queue, to include reservations cancelled by the *user/traveler*.
- **Polling** queue – Outbound queue for CTO's to return PNRs to DTS.
- **Urgent/Change** queue – Any new/changed PNR within 3 business days of travel will be placed on this queue.

4. Company Profile set up to support DTS

Each PCC/OFFICE ID listed in Item #3 above, must be associated with a Company Profile, as identified below: (Amadeus – Profile; Apollo – BAR; Sabre – Star; Worldspan – 2nd level Worldfile)

PCC/ OFFICE ID	User File /Company Profile Name

5. Quality Control Applications

NO quality control applications are to be attached to a DTS profile or PCC/Office ID that require a mandatory field prior to ending a PNR may be activated for DTS PNR'S.

Examples to check if you have mandatory edits turned on

Amadeus – N/A

Apollo – Custom Check (RUL*LIST)

Sabre – Flex edits (W/K*TJRALL)

Worldspan – Worldfile edits

6. Required PCC/Office ID Settings for DTS

- **Amadeus**
24-Hour Clock On
- **Apollo**
24-Hour Clock On
- **Sabre**
Automatic hotel description Off (HIP≠AUTOHOD)
12-Hour Clock On
- **Worldspan**
Worldspan (AIRir Table)
12-Hour Clock On (DEF/A)
Hotel Property Code turned On (H/L)
PowerShopper On
Note: PNR will require the PI stored

7. Travel-Specific Information for this site

Primary Departure City/Airport: _____

Alternate Departure City/Airport: _____

Specific internal processes for handling other vendors, e.g., AirTran, Jet Blue, Southwest, etc.

8. Remark Qualifiers

The following table identifies the “alpha qualifiers” to be used to identify traveler profile information for air, car, hotel, personal and any additional information.

The “DTS-to-CTO Qualifiers” are preset by DTS and cannot be changed.

Remark Subject	DTS to CTO Qualifier (pre-set)	CTO to DTS Qualifier
Air	W	W
Car	X	D
Hotel	Y	G
Personal	P	P
Change	A	

GDS ACCESS PROCEDURES

Worldspan

KYApsuedo

Template appears, tab and change N to Y in the following fields:

Access PNR's

Access Queues

Allow QEP/QEM

Access Profiles

Emulation

Enter

Display Branches KY*

Emulation format: [4@Epsuedo](#)

End Emulation: [4@EOFF](#)

Apollo

Completed form faxed to the ATT/Apollo Help Desk

Emulation format: SEM/pseudo/AG

Sabre

SI9

W/TAACTOPCC#ADTSPCC

W/TAACTOPCC#BDTSPCC

Amadeus

Emulation function can only be performed by the Local Security Administrator (LSA).

EOU-office id connecting to-PNOB/RMOB

Emulation format: JUM/O-office id/0001AA/SU
and out is JUO

Delete Branch Access

Worldspan:

KY* - lists all branched PCCs
KYDpsuedo being deleted

Apollo:

Fax written request to the Service Bureau Help Desk – Division AAT Desk stating to end the Service Bureau Agreement and list PCC's.

Sabre:

SI*9
W/TADour pcc#B pcc to be deleted
W/TADour pcc#A pcc to be deleted

Amadeus:

EOR
EOD(line number to be deleted)
EOX (to delete)
EOY (to confirm deletion)